

Retrieving the Agency Data File

1. Log into HCO as an agency administrator using your administrator login and password
2. Go to Administration -> Download Data File

The screenshot shows the Home Counselor ONLINE interface. At the top, there is a navigation bar with the Fannie Mae logo, user information (Good Morning, FIRSTw8312sxq LASTw8312sxq), and various utility links (Español, Legal, Licensing Bulletins, Contact Us, Help, Ayuda, Log Out). Below this, there are tabs for Home, Education Reports, External Reports, and Administration Resources. The Administration Resources menu is open, showing options like Change Case Counselor, Delete Cases, Download Data File (highlighted), Funding Requests, Import/Export, Share Cases, and Set Up. On the right side, there is a 'My Tools' section with icons for Credit Report, Affordability Analyzer, Rent vs. Own, Amortization, Debt Payoff, PowerPay, Download Forms, Agency Letters, and Reverse Mortgage. The main content area has a 'My Cases' section with a 'Create New Case' button and a table with columns for Client Name(s), Contact, Status, and Last Mod. Below the table is a search section with a dropdown for 'Activity in Last 30 Days', a 'Go' button, and a link to 'Advanced Search'. There is also an 'Assigned to' dropdown. At the bottom, there are sections for 'My Appointments' and 'My Reminders', both showing 'No Appointments scheduled' and 'No Reminders recorded' respectively, with search filters and 'Go' buttons.



- If the data file for the agency has not been loaded, a blank screen will appear with the message “There is no data file available for your agency at this time.”

The screenshot shows the Home Counselor ONLINE interface. At the top, there is a navigation bar with the logo, user information (Good Morning, FIRSTw8312sxq LASTw8312sxq), and links for Español, Legal, Licensing Bulletins, Contact Us, Help, Ayuda, and Log Out. Below this is a secondary navigation bar with Home, Education Reports, External Reports, Administration Resources, and the FannieMae logo. The main content area is divided into two columns. The left column, titled 'Administration', contains a list of links: Change Case Counselor, Delete Cases, Download Data File, Funding Requests, Import/Export, Share Cases, and Set Up. The right column, titled 'Data File Download', contains the message: "There is no data file available for your agency at this time." To the right of the main content is a 'Tools' sidebar with various icons for search, home, calendar, and other functions. At the bottom left, there is a copyright notice: © 2001-2019 Fannie Mae, All Rights Reserved.

- Once the data file has been loaded for the agency, the screen will populate with important information regarding the data download (see below image)

The screenshot shows the Home Counselor ONLINE interface with the 'Data File Download' section populated. The navigation and secondary navigation bars are identical to the previous screenshot. The 'Administration' sidebar remains the same. The 'Data File Download' section now contains an 'IMPORTANT NOTE' about Personally Identifiable Information (PII), a paragraph explaining that the data is in XML files and can be viewed via a local web page, and a list of 8 steps for downloading and viewing the data. Below the steps, there is a link to legal terms and a timestamp: "The data is current up to: 03/28/2019 09:06 AM". A prominent 'Download File' button is located at the bottom of this section. The copyright notice at the bottom left remains: © 2001-2019 Fannie Mae, All Rights Reserved.



5. In order to download the data file, read the linked legal terms and then click 'Download File'
6. Once the file has been downloaded, follow the on screen instructions...

Home Counselor ONLINE

Good Morning, FIRSTw8312sxq LASTw8312sxq
 Español
Legal
Licensing Bulletins
Contact Us
Help
Ayuda
Log Out

Home Education Reports External Reports Administration Resources

FannieMae.

Administration

Data File Download

Tools

- Change Case Counselor
- Delete Cases
- Download Data File

IMPORTANT NOTE: Once the data is downloaded, it is no longer secured. You should consider securing the data as it contains Personally Identifiable Information (PII).

This file contains the data related to your agency. The data is contained in XML files. A local web page is provided for viewing the data in a more user-friendly manner.

Data File Download

IMPORTANT NOTE: Once the data is downloaded, it is no longer secured. You should consider securing the data as it contains Personally Identifiable Information (PII).

This file contains the data related to your agency. The data is contained in XML files. A local web page is provided for viewing the data in a more user-friendly manner.

Follow the below steps to view the data.

1. Download the file and save it to your secure location.
2. Double click the file to open it (WinZip may be required if Windows cannot open it).
3. Extract the files to your secure location.
4. Navigate to the location of the extracted files.
5. Open "index.html" in a browser (such as Internet Explorer or Firefox).
6. If using Internet Explorer, you may be prompted to allow blocked content. Please allow.
7. Once the page is open, a list of datasets will show on the left.
8. Click on a desired dataset to view the content. Loading times will vary based on the amount of data.

extract

- ActionPlan
- ActionPlanComments
- Addresses
- AgencyContacts
- AgencyImages
- AgencyInfo
- AgencyLetters
- AgencyRelationships
- Appointments
- Assets
- BudgetExpenseActuals
- BudgetExpenseItems
- BudgetIncomeActuals
- BudgetIncomeItems
- Budgets
- BudgetTemplateExpenseItems
- BudgetTemplateIncomeItems
- BudgetTemplates
- CaseDocuments
- CaseEmails
- CaseGrants
- CaseHistory
- CaseHousingInitiatives
- CaseNotes
- CaseRelationshipHistory
- Cases
- Classes
- ClassRegistrations
- ClassSchedules
- ClientAddresses
- ClientAppointments

Agency ID: w8312g
Agency Name: w8312g AGENCY

Physical Address

1000 Somewhere Pl
Washington, DC 20016

Mailing Address

1000 Somewhere Pl
Washington, DC 20016

Phone/Fax

Office: 1234567890
Ext: 123

Alternate Phone: 1234567890
Ext: 456

Toll Free: 1234567890
Fax: 1234567890

Web Information

Email: test@testfannie.net
Website: <http://www.google.com>

Counseling Information

HUD Certified: Yes
HCS ID: 12345678
Annual Counseling Budget: \$50,000.00

Additional Information

Employer ID: 529183251
D-U-N-S No: 124567890
Non-Profit: No

Mortgage Readiness Agreement
Accepted: Yes
NFMC Participant: Yes
NFMC Branch ID: 1234

Languages Spoken (in addition to English)

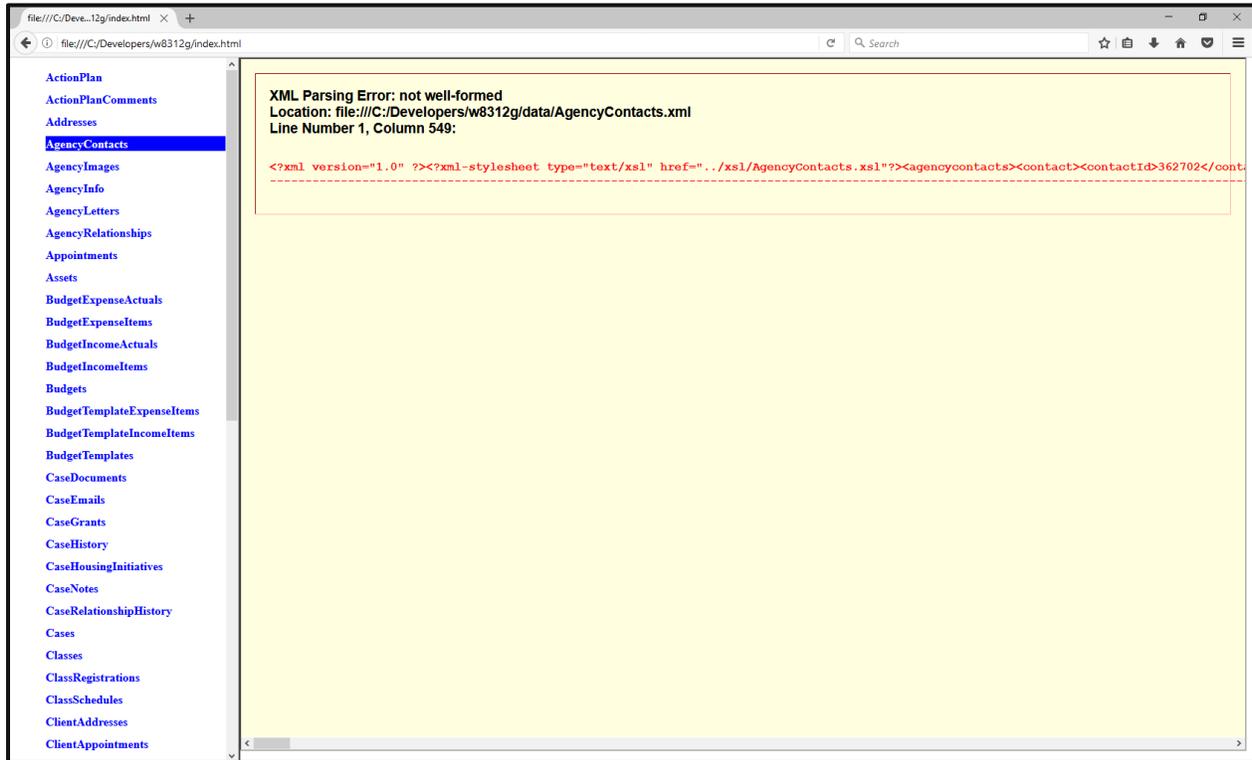
- French
- Spanish

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- Special characters in the data may cause display errors. Mozilla Firefox provides the line and column number of the offending character.

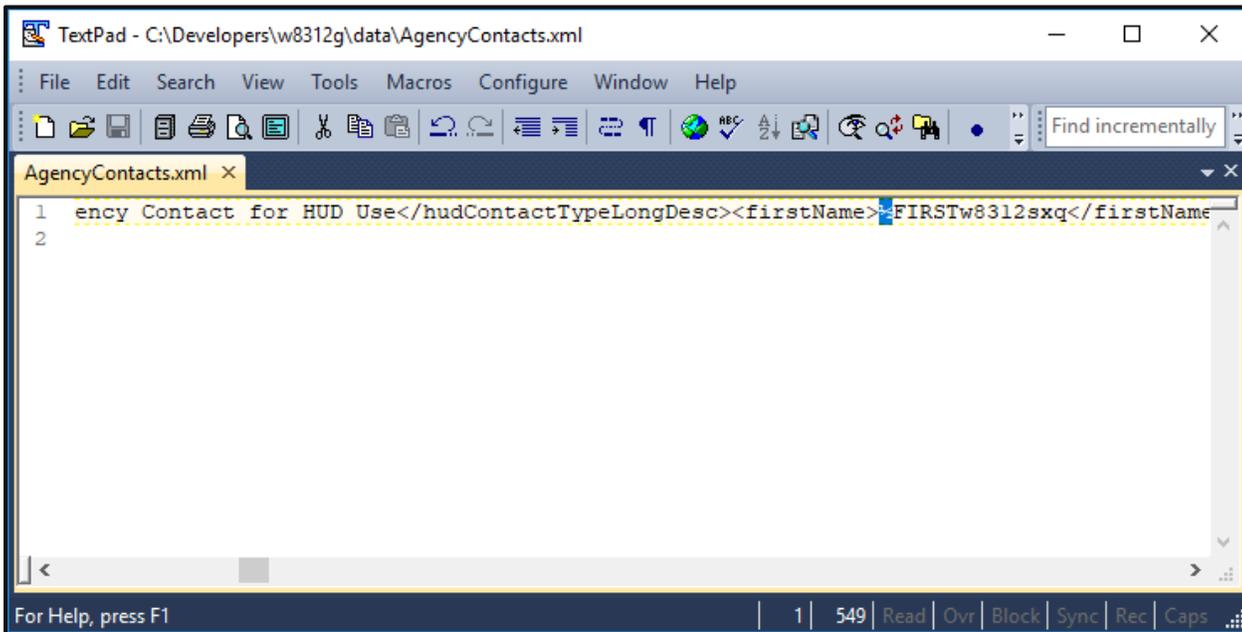


- If desired, one can scroll to the right in the rightmost frame in Firefox until the dotted line ends with an arrow pointing to the character.
- The character may be represented in a number of ways depending on what the character is.

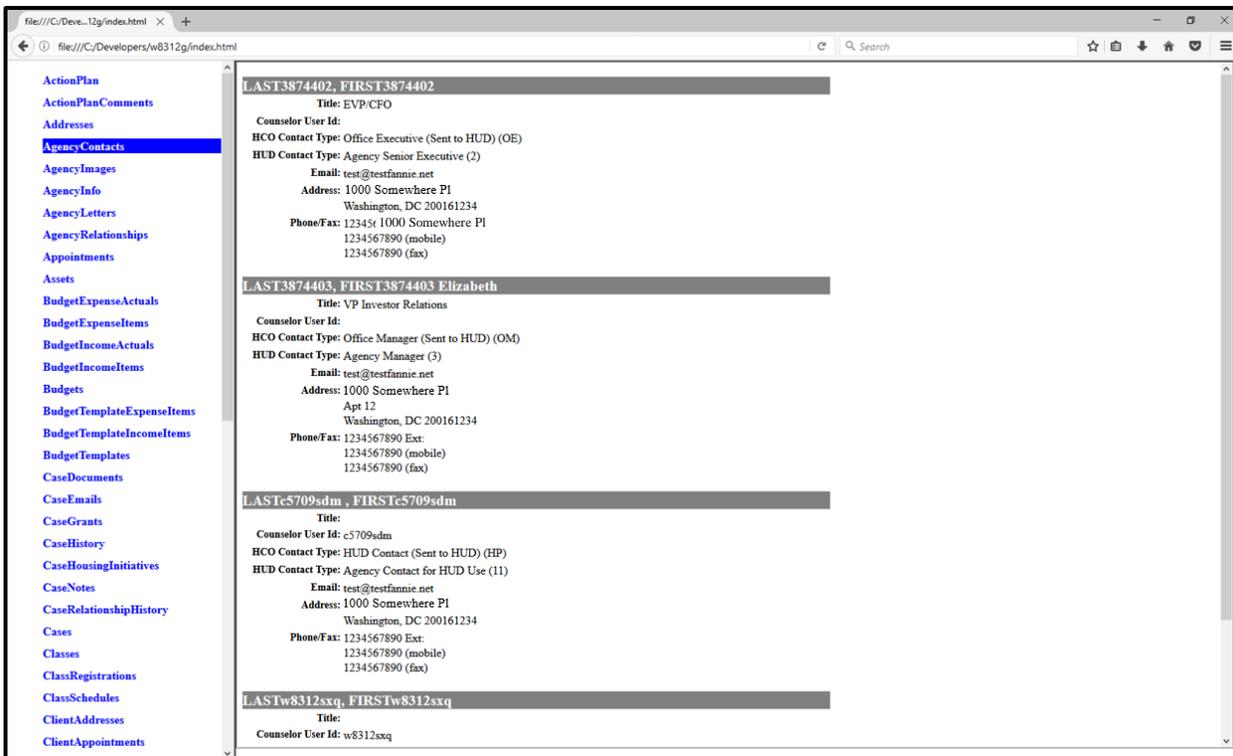




10. A text editor can be used to navigate to the column and line number of the offending character.



11. Removing or replacing the character should solve the problem and allow the data to be viewed normally. However, there may be many characters that cause issues and Firefox will only show one error at a time.
12. Each time a character is removed or replaced, attempt to view the page again to see if additional errors exist. Continue removing or replacing characters until the page can be viewed normally.



In order to alleviate some of the issues with special characters, fields commonly containing such characters have been *base64 encoded* and may look similar to the below image.



```
<comments>Q2FzZSBudWliZXIzMzkwIGNvbWllbnQNCg0KKEFjdGlvbiBQbGFuKQ==</comments><
```

The data can be viewed on the supplied web page in a decoded form with no additional steps from the user.